

23rd Annual Global CEO Survey | Key graphics

Insurance trends 2020: Moving from resilience to reinvention will help insurers succeed in uncertain times

www.pwc.com/insurance-trends-2020



Insurance CEOs' confidence in the global economy is waning

Faith in their own growth prospects over the coming year has also dipped. Yet longer-term confidence is holding up well, underlining insurers' belief in their ability to deal with disruption and navigate the economic and political uncertainties ahead.

Questions

Do you believe global economic growth will improve, stay the same or decline over the next 12 months?

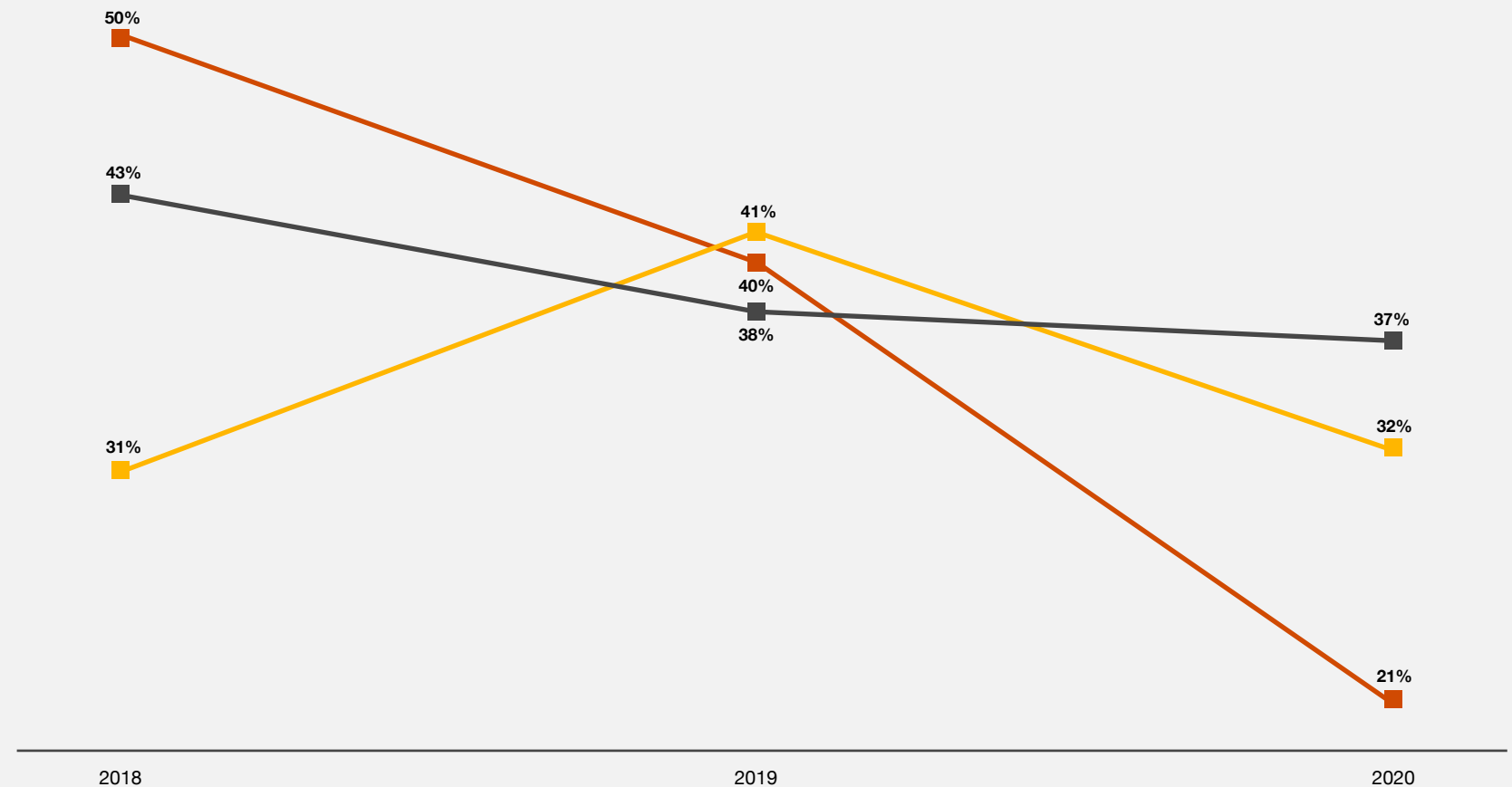
How confident are you about your company's prospects for revenue growth over the next 12 months?

How confident are you about your company's prospects for revenue growth over the next three years?

■ Showing only "Improve" responses

■ Showing only "Very confident" responses

■ Showing only "Very confident" responses



Source: PwC, 23rd Annual Global CEO Survey
Base: Insurance respondents (2020=179; 2019=140; 2018=100)

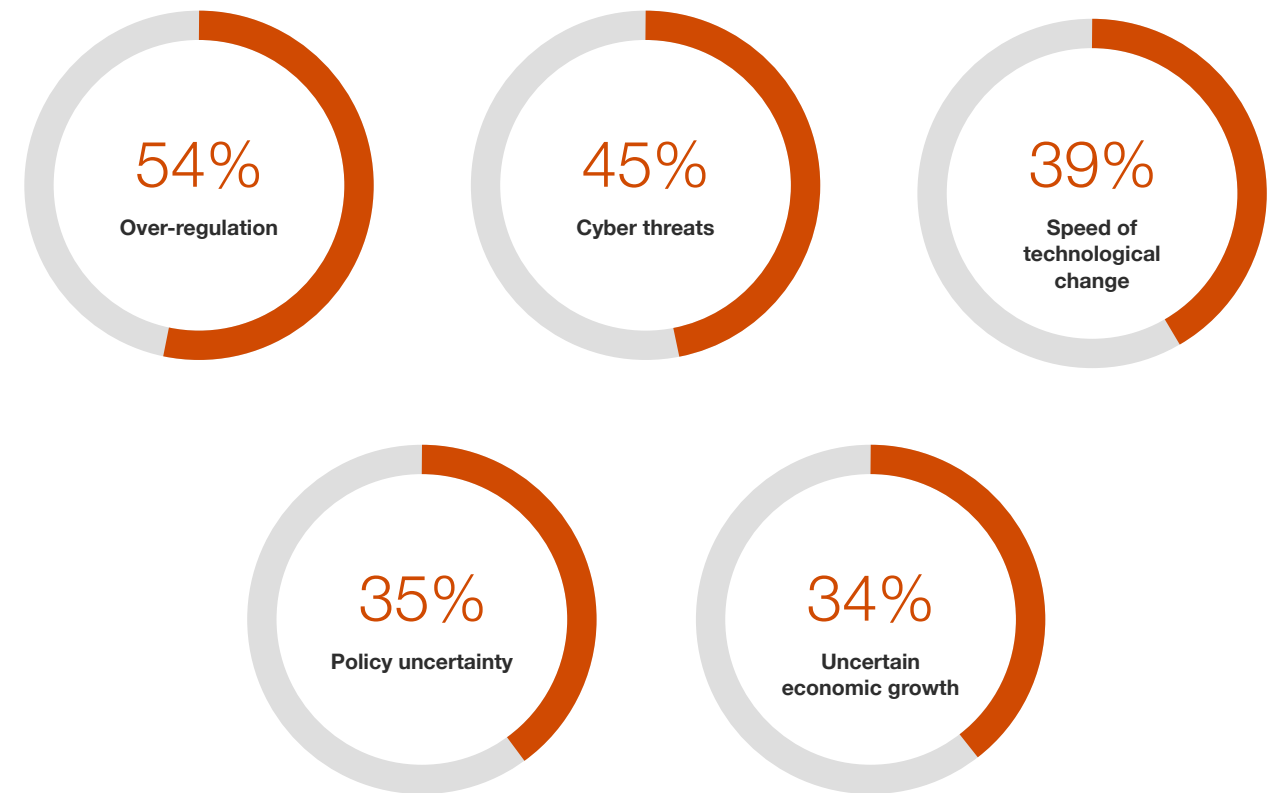
Dealing with disruption

Two years ago, insurance was at the apex of disruption. Insurers have responded vigorously, but the hard work of transformation still has a way to go. Here is what's keeping insurance CEOs awake at night.



Question

How concerned are you, if at all, about each of these potential threats to your organisation's growth prospects? (Showing only "Extremely concerned" responses.)



Source: PwC, 23rd Annual Global CEO Survey
Base: Insurance respondents (2020=179)

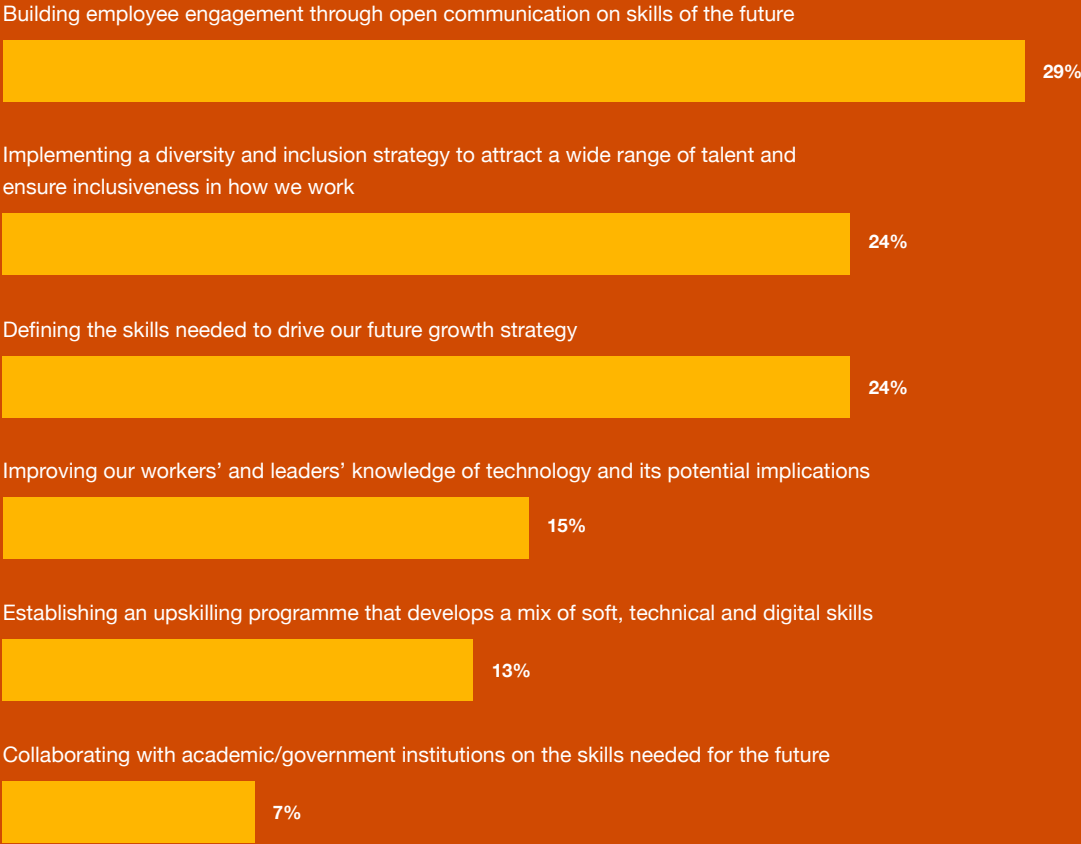
Upskilling for a digital world

Insurance CEOs have made progress on retraining workers and leaders in the skills that will drive future growth, but they still face challenges.



Question

How much progress has your organisation made in the following areas related to upskilling? (Showing only “Significant progress” responses.)

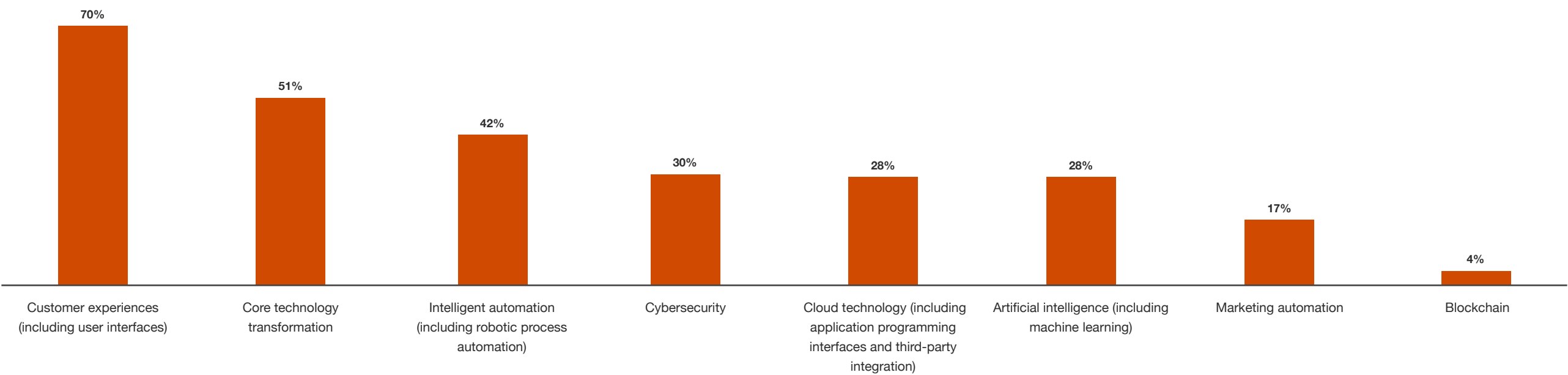


Source: PwC, 23rd Annual Global CEO Survey
Base: Insurance respondents (2020=179)

Coming through on top

The top three opportunities CEOs are prioritising and investing in over the next 12 months are customer experience, core technology transformation and intelligent automation (including robotic process automation).

Question
Which of the following opportunities in the financial services industry will you be prioritising and/or investing in over the next 12 months?

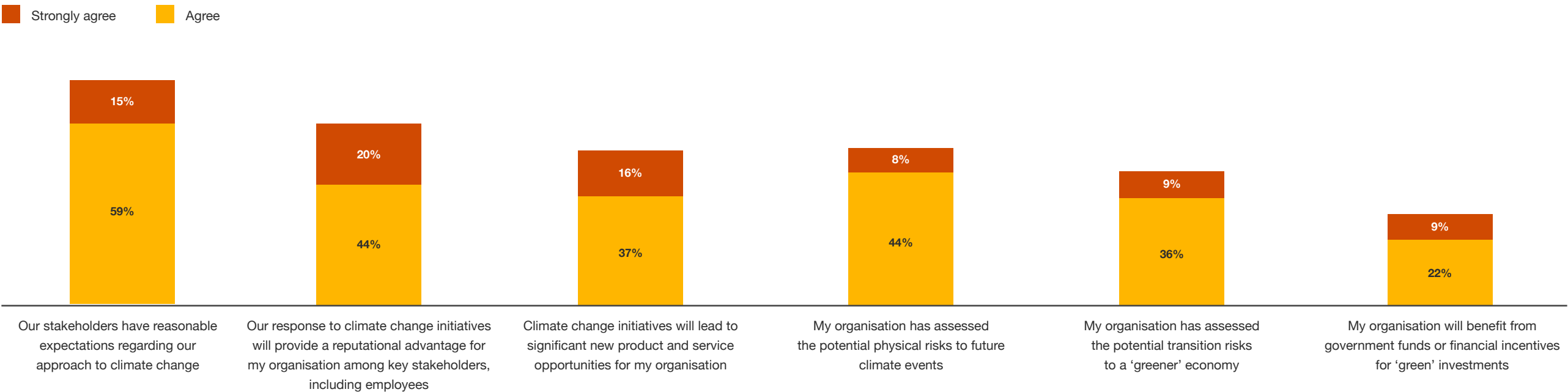


Source: PwC, 23rd Annual Global CEO Survey
Base: Insurance respondents (2020=179)
Note: Not showing "Other" responses

Rising importance of ESG

Growing awareness of environmental, social and governance (ESG) factors has an increasingly important bearing on insurers’ strategies.

Question
How strongly do you agree or disagree with the following statements regarding climate change? (Showing only “Strongly agree” and “Agree” responses.)



Source: PwC, 23rd Annual Global CEO Survey
Base: Insurance respondents (2020=179)

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